**TIFFANY DOUGLASS-WALKER**

**Phoenix, AZ**

**602-583-4348**

[**tiffany.nursedouglass75@gmail.com**](https://employer.careerbuilder.com//JobPoster/Jobs/MyAppsTaskPages/SendEmailTask.aspx?m=X20C703EDCB5E54C6DC9B4CC112EC0891B62C7863EABEEA86B303098470CBDFC546F84AE3740C5A3F9)

**SKILLS REVIEW**

Customer Service •Triage • Prior Authorizations, Specimen Collection and processing • Phlebotomy • IV infusion therapy Assisting with Office Surgeries • Collections of health history and vitals • ECG/EKG Event Monitoring • Treadmills • Medication Administration • Nerve conduction testing • Injections and transdermal therapy • Wound care • Billing and Collections • Maintaining Inventory /Supplies • Maintain Budget for back office and laboratory supplies

# EXPERIENCE

### Circle The City Medical Respite For Homeless Respite Clinic LPN- August/2018- Present

Clinic nurse for short stay inpatient medical respite for homeless and/or vulnerable individuals with critical or acute mental or medical care needs. Provide direct patient care needs including phlebotomy, daily medication administration, daily wound care, admissions/discharges, patient education, IV, Wound-Vac, specimen processing, Ostomy care, feeding tubes, chart documentation using Athena and Great Customer Service.

### United Health Group via Ranstad Healthcare- Phoenix, AZ Contractor LPN HEDIS Review Nurse- February 2018- May 2018

Seasonal contract with United Health group, using my intimate knowledge of the current HEDIS measures set forth by the NCQA, working remotely from a Home office with 50 percent travel to varied provider locations. Chart review, collect and extract clinical data from specified members through provider office contact based on specified HEDIS measures. The clinical date is then reviewed and compared to claims submitted to United Health Group by providers’ office and prepared for NCQA submission for Medicare compliance.

### Sante of North Scottsdale -Scottsdale, AZ LPN Care Manager-March 2017 to June 2017

Working at a short stay skilled rehabilitation center, I act as Nurse Liaison between guest, families and physician to help ensure safe and appropriate discharge planning to lesser level of care setting. Build community partnerships to provide resource to guests and their families for successful transition back home. To work with an Interdisciplinary Team to establish barriers and goals to discharge. Build rapport

with staff, guests and families to provide optimal transitional care experience. Maintain accurate, ongoing and proper documentation to support accurate billing. Have knowledge of Medicare Rules and guidelines for treatment in a rehabilitation setting. Assist with all aspects of discharge planning. Patient and family education regarding the rehabilitation process. Ensure good working relationships within the rehabilitation setting and the community.

### Center for Dermatology and Plastic Surgery - Scottsdale, AZ

**Medical Assistant/ Nurse Pathology Department-June 2016 to March 2017**

Utilizing my clinical experience and reasoning skills to discuss pathology results and schedule patients for corresponding treatments per physician orders. Chart review for prior authorizations of biologic treatment therapies. Collect and maintain demographic and health information for the purpose of continuity of medical services provided. Advocate on behalf of all patients and their families with providers, vendors, and/or other community resources. Work collaboratively with other departments, vendors, community resources to ensure proper tracking of healthcare outcomes. Maintain partnerships with patients, providers, and vendors, by responding to issues in a timely and courteous manner.

### Trillium Community Health Plan via Healthcare Support Staffing - Eugene, OR LPN Care Coordinator-July 2015 to October 2015

Utilizing experience and reasoning skills to provide care coordination in every aspect of care for local CCO insurance plan and its members in accordance with member benefits and state and federal guidelines for both state Medicaid and Medicare recipients while maintaining HIPAA. • Collect and maintain demographic and health information for the purpose of measuring appropriateness of medical/mental health care services provided. • Coordinated care needs with members, providers, vendors and other community resources to minimize utilization costs in targeted member groups. • Maintain survey data utilizing Excel spreadsheets and other EMR platforms such as Crimson, Lipa-Cap, and Share-Point. • Ensure payment of benefits by ensuring prior authorizations in place prior to treatment • Work collaboratively with other departments, vendors, community resources to ensure proper tracking of health-care outcomes. • Establish rapport and counsel plan members on preventative healthcare and assist with access to services

### Marquis Care of Springfield - Springfield, OR LPN Charge Nurse- March 2012 to January 2015

Provide direct nursing care to an and average of 58 patients each shift with an average daily patient census of 90-104 patients while also scheduling shift assignments and supervising 7-16 CNA staff depending of shift and staffing needs • Customer Service • Excellent verbal/ written communication skills • Leadership • Patient Advocacy • Administrative Skills • Staffing/Scheduling • EMR Documentation • Care Plan Collaboration/Development • Focused Assessments • Medication Administration • Wound Care

### Signature Home Health and Hospice - Eugene, OR LPN -July 2011 to February 2013

* Working independently from home office taking call from 5pm-8am, Monday-Friday and Weekend Call from 5pm Friday to 8am Monday for any active home health or hospice patients including all holidays. • Provide back up for case manager home assessments during any given day. Traveled the greater Lane county and outlying areas providing direct nursing care and supportive services to patients and families in coping with the end of life process. • Advocating on behalf of all patients and their families with providers, vendors, or other community resources • Facilitating delivery of medications and supplies to

members/families • Participate/Collaborate in Interdisciplinary teams for care coordination at end of life • EMR documentation of encounters and assessments in a timely manner • Supervision of UAP in home care settings • Maintain partnerships with patients, providers and vendors by responding to issues in a timely and courteous manner

### Randy Reese, M.D - Veneta, OR

**LPN-September 2009 to September 2010**

Working primarily with DR. Reese and three other practitioners, providing direct patient and provider support in a clinical setting. Collection of demographic and health information for purpose of providing continuity of care. Organize flu shot clinics and blood drives, process prior authorizations and referrals, process provider orders, triage per policy and document all encounters using EMR system • Customer Service • Triage • Specimen Collection and processing • Phlebotomy • IV infusion therapy Assisting with Office Surgeries • Collections of health history and vitals • ECG/EKG Event Monitoring • Treadmills • Medication Administration • Nerve conduction testing • Injections and transdermal therapy • Wound care • Billing and Collections • Maintaining Inventory /Supplies • Maintain Budget for back office and laboratory supplies

# **EDUCATION**

L

## LPN License # LP053442 (Expires 4/01/2021) LPN Interstate Compact License

Arizona State Board of Nursing - Phoenix, AZ January 2017 to April 2021

**CPR/ First Aid and BLS-** Current – 3/2019

**Ventilator Training** – Pneu-Med Inc. 7/ 2009

**License # 200930275LPN** (Expired)

Oregon State Board of Nursing - Eugene, OR

July 2009 to January 2017

**Diploma in Practical Nursing** Pioneer Pacific College - Eugene, OR June 2008 to June 2009

## Diploma in Medical Assisting

Everest College- Formerly Bryman College - Anaheim, CA December 1994 to December 1995

# AWARDS AND ACKNOWLEDGEMENTS

* Legend of the Year Nomination 2013 and 2014
* Employee Legend 2013